



career opportunity

Office of Technology Services

Account Management Branch/Customer Delivery Division
Data Processing Manager III / \$7,260 - \$8,656
Final File Date: Until Filled

Who Are We?

The Department of Technology's Office of Technology Services (OTech) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, OTech delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier 3 Datacenter.

The Customer Delivery Division acts as a liaison and interface between our department and the customer organizations we serve. The division supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes and events and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.

What You'll Be Doing...

The Data Processing Manager (DPM) III will act as Account Director (AD) and is responsible for managing the OTech relationship with one or more of the Tier I accounts (the largest and/or most complex client departments). The DPM III / AD works as a team with other ADs and staff to manage the relationship with their suite of accounts, including development of strategic partnerships, management of service issues, and development and management of effective communication plans.

If you enjoy working as part of a team, love a challenge, are a self-starter, and want to put your critical thinking, technical, and problem solving skills to work, this could be the position for you.

For a more complete description of what your daily responsibilities will be, click on this link: [Data Processing Manager III](#)





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Who We're Looking For...

We're looking for dedicated, talented individuals who possess the following skills and abilities, and can work in the following environment:

- Technical expertise in a wide range of IT subjects.
- Ability to develop positive working relationships with, and provide leadership to all levels of State staff and external stakeholders.
- Perform at a mastery level in communication and presentation skills.
- Expertise in requirements analysis principles, cost-benefit principles and methods, and risk management techniques.
- Expertise in defining business and technical requirements, evaluating plans and outcomes, and leading the development of IT documents, such as FSRs, RFPs, and BCPs.
- Understanding of the direction of industry trends, OTech services, and how emerging technologies might enhance OTech's ability to meet future client needs.
- Expertise in the State's budgeting process, legislative and administrative procedures, procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies.
- Ability to use technology and repeatable processes to achieve the highest level of productivity.

How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: De Ann / RPA #14-094
Inquiries: Cathy Herzig (916) 431-5476

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application; otherwise, your application will not be processed.

If you are not currently in state service, you must take, pass, and place within a reachable rank of the exam which corresponds with the **Data Processing Manager III** classification. These exams can be accessed at the California Department of Human Resources' website at <http://www.jobs.ca.gov>.

The Fine Print...

Applications will be accepted only from individuals currently at the **Data Processing Manager III** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered.

